

## Strategic Focus Areas

### 1. Drive Economic Development

Enhance the economic vitality of Los Angeles County through small business-friendly programs and services, strengthened job creation, and collaborative business partnerships.

### 2. Support Community Wellness

Provide dependable and equitable infrastructure services and programs to promote active and healthy communities and help address homelessness and other social and public safety challenges within the County.

### 3. Invest In Community Sustainability

Preserve the long-term well-being and the resiliency of our communities and the environment by investing in infrastructure, promoting economically sound, socially desirable, and environmentally healthy projects, programs, and services.

### 4. Strengthen the Workforce

Grow leaders, continually empower, challenge, and invest in our workforce and promote a collaborative and inclusive work environment.

### 5. Promote Effective, Inclusive Government

Relentlessly improve customer service and business performance by engaging and knowing our communities, embracing digital government, and sharing information with our customers and partners.

## Core Service Areas



### WATER RESOURCES

"We provide sustainable water supplies and healthy watersheds while reducing flood risk for our communities."



### TRANSPORTATION

"We provide safe, clean, efficient transportation choices and rights-of-way to enhance mobility and quality of life."



### ENVIRONMENTAL SERVICES

"We lead, inspire, and support our communities toward a healthy, waste-free future."



### PUBLIC BUILDINGS

"We design and deliver high performing public facilities for people and services to thrive."



### DEVELOPMENT SERVICES

"We help people build dreams and ensure safe and healthy homes and communities."



### EMERGENCY MANAGEMENT

"We maintain a highly trained and equipped workforce to respond to and recover from daily incidents, local emergencies, and major disasters."



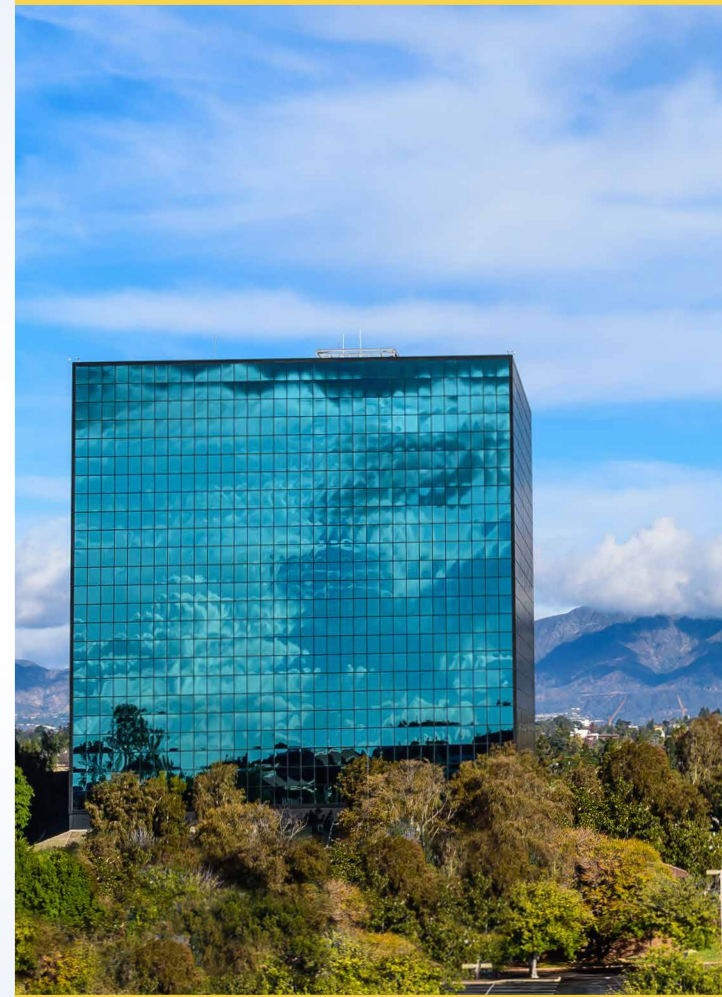
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# STRATEGIC PLAN

- OVERVIEW -

## Message from the Director



Dear Colleagues:

Throughout our history, Los Angeles County Public Works has consistently provided essential and critical services for all residents and businesses in Los Angeles County. As the Director of such a vital organization, it is my privilege to present our new Strategic Plan. I am confident that the strategies, goals, and priorities we have set position us to deliver

even greater value to our customers.

I want to acknowledge all the men and women who make up our incredible workforce and take pride in being public servants. Each one of us demonstrates every day that being a public servant is not just a job, it's a calling. It is because of the commitment and dedication of our outstanding employees that our Department has achieved so much.

Our new Strategic Plan is intended to ensure that we are aligned with the County's 5-year Strategic Plan adopted in 2016 by the Board of Supervisors. The foundation of this plan is the new Vision and Mission statements.

As a public agency, we are defined by our responsiveness to the public, our commitment to provide excellent customer service, and our drive to build great community relations. Excelling in all of these areas will result in our earning and maintaining public trust.

My Vision is that we become the most trusted public agency in the region.

Our Mission is to deliver regional infrastructure and services improving the quality of life for more than 10 million people in Los Angeles County. Our current priorities include addressing homelessness, investing in a resilient and modern infrastructure that supports the social and economic growth of our community, and reinvesting in our workforce.

Our Strategic Plan provides guiding principles to translate the major priorities of our Department into key actions and outcomes. It frames communication and decision-making processes across all business programs.

Collectively and individually, it is now more than ever the job of each of us to do whatever it takes to provide our customers the highest level of public service.

As you read our new Strategic Plan, you will see there are limitless opportunities ahead of us. I look forward to the years ahead, and I know we will accomplish great things together.

Very truly yours,

MARK PESTRELLA  
Director of Public Works



## Our Commitment

### VISION

To become the most trusted public agency in the region.

### MISSION

We deliver regional infrastructure and services improving the quality of life for more than 10 million people in Los Angeles County.

## Our Values

Values are the underlying principles through which we act to achieve our Vision and fulfill our Mission. They define the fundamental ethics and behaviors that guide the actions and decisions of the Public Works team. Applying our Values in our actions will ensure a climate of unity and trust throughout the organization and in our relationships with customers and stakeholders.



**Safety**



**Community**



**Workforce Development**



**Transparency**



**Inclusivity**



**Innovation**